

General Law Office
Balanced Scorecard
FY-01

Financial Perspective

Meet Budgeted Plan	Plan vs. Actual Expenditures
Develop New Budget Plan Based Upon Needs	Track Actual Expenditures

Customer Perspective

Provide Internal Customer Satisfaction With General Law Products and Services	% Satisfaction

Internal Business Perspective

Institute a 3 Business Day Response Period for Employee Relations Actions	Percent responded to within 3 days
Provide Timely Reviews on Rules Packages	Percent reviewed within 3 business days
Ensure Timely Responses to FOIA Requests and Appeals	Percent of Responses Timely
Review Documents to Be Filed in District Court, FLRA, MSBP, EEOC	Percent of Documents Reviewed At Least 5 Business Days Before Due Date

Innovation and Learning Perspective

Ensure all General Law Employees Obtain Necessary Training	% employees with Individual Development Plan

General Law Office

Performance Measures	FY-00 Baseline	FY-01 Target	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Cum.
Financial Perspective							
Meet Budgeted Plan – % of FY Plan used per qtr.	New Measure	90% of FY Plan					
Customer Perspective							
Customers satisfied with Deputy General Law Counsel products and services	New Measure	Survey Planned TBD					
Internal Business Perspective							
Institute a 3 business day response period for Employee Relations Actions	New Measure	85% within 3 business days					
Ensure timely reviews on rules packages	New Measure	80% reviewed within 3 business days					
Ensure timely responses to initial FOIA requests	New Measure	80% responded to within 20 days					
Ensure timely responses to FOIA Appeals	New Measure	95% of Responses provided within 20 days					
Ensure timely reviews of documents to be filed in District Court, FLRA, MSBP, & EEOC	New Measure	95% of documents reviewed at least 5 Days Prior to Due Date					
Innovation & Learning Perspective							
Ensure IDPs are developed for all Deputy Council General Law employees	New Measures	100% completed by end of FY					

N/A = Not Applicable at time of report.

Office of Deputy Counsel for General Law

